NHS West Sussex

Videoconferencing procedures and user manual

The aims of this document are to:

- **Advise staff on best practice guidelines and use of equipment**
- **Reduce the risk of damage to, or misuse of PCT Videoconferencing equipment**
- **Define the IT support arrangements**

This document should be read in conjunction with:

- **Videoconferencing Policy**
- **Data protection and confidentiality policy**
- **Disciplinary and dismissal policy**
- **Information Governance policy**
- **Information Security policy**

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Compliance with all PCT policies, procedures, protocols, guidelines, guidance, standards and strategies is a condition of employment. Breach of policy may result in disciplinary action.

Category:	Procedure
Relevant to (Staff Group):	This procedure document applies to all staff (including temporary staff, contractors, and seconded staff).

Version History:

Version No:	Date:	Changes Made:
1.0	13/01/2009	Final (Matt Pelton)
1.1	08/06/2009	Minor update to location and contact number in Section 4 due to equipment move – Matt Pelton.
1.2	02/09/2009	Minor update to location and contact number in Section 4 due to equipment move – Matt Pelton.
1.2	24/02/2010	Policy reviewed – minor changes - new review date set

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An Equality impact assessment has been carried out to ensure that this procedure document is non-discriminatory.

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1. Introduction

The Trust wishes to encourage the correct and proper use of all of it's videoconferencing equipment, and expects staff to use this facility during the normal course of work. The Trust wishes to encourage appropriate use by staff, and to increase their competence and understanding of its potential.

This document details procedures and best practice for using the equipment correctly, safely and securely. This document is a companion to and should be read in conjunction with the Trust Videoconferencing Policy.

2. Product definition

Each mobile system features a Tandberg Codec 990 camera, a multisite upgrade control module for the Tandberg 990 unit, a flat screen monitor, audio equipment, and cables installed on a "rollabout structure".

2.1 Connectivity

Each mobile system provides the ability to connect to and control video conferencing with the other three mobile systems using IP connections via the COIN (our IT network)

Note: This is intended to be the default method of use on the system. **Calls using the COIN are free of charge** and will be of a higher quality than ISDN breakout calls defined below.

Alternatively, by sharing access through the Sussex Cancer Network (SCN) ISDN gateway, each mobile system can provide breakout conferencing from the COIN with up to three other compatible videoconferencing systems or by linking to systems across a videoconferencing bridge operated by another party, all by using ISDN communications links.

A mixture of IP and ISDN conferencing can also be achieved with self plus three other compatible sites.

3. ISDN call charges

The use of ISDN breakout calls will incur call charges which will be back billed to West Sussex PCT by SCN. These calls are charged by the duration that applicable ISDN lines are in use for.

4. Deployment

The systems are deployed to the following locations:

System #	Site address	Current Location	System Phone #	Supervisor	Phone #
1	The Causeway, Goring - By – Sea, West Sussex BN12 6BT	CEO's office	01273 234072	John Netherwood (Elaine Gain – CEO PA holds the remote control)	01903 708567
2	Horsham Hospital Hurst Road Horsham RH12 2DR	Board Room, 1st Floor, Rose wing	01273 234073	Mona Kalsi	01403 227000 Ext 7044
3	Crawley Hospital, West Green Drive, Crawley, RH11 7DH	Meeting Room 1 3rd Floor	01273 234074	Lina Limbachia	01293 600300 Ext 4299
4	44-45 West Street, Chichester PO19 8EG	Pevensey Room	01273 234075	Jan Phillips	01243 770774

N.B there is also videoconferencing equipment sited at Midhurst Hospital. This is different equipment to the above 4 Tandberg units and therefore the user instructions listed in this policy do not apply.

5. System usage

5.1 Purpose

The systems have been purchased and deployed in their present buildings to enable users to jointly review source materials and to discuss topics on a face to face basis without needing to travel to one common location. The systems represent a significant investment for the PCT and are to be used for this primary purpose.

Staff should be aware that whilst it is possible to use the 46 inch monitor to present laptop/PC based information to a meeting being held in the same room without broadcasting to other sites, this would be a poor utilisation of the facilities inherent in the system, adding wear and tear and possibly denying others the primary broadcasting capabilities of the equipment. Appropriate projection equipment should be used for this purpose.

5.2 Portability

Although the systems have been deployed to fixed locations, any system can be moved to another conference or meetings room for Videoconferencing use within the same building, providing that the new location has power and an active RJ45[1] network socket and that the system cables, the microphone and the remote controller are moved to the new location with the system.

Prior to taking any action, please seek Sussex HIS Desk Top support assistance via the HIS Contact Centre if for any reason you feel you need to disconnect any system cable connections, other than at the RJ45 Network connection, in order to be able relocate the system.

Please be aware however, that the HIS Desk Top support for these systems is on the basis of normal hours working. Immediate assistance may not be available should you disconnect a system and then encounter problems having moved it, without first planning your venue set up and pre-booking support assistance through the HIS Contact Centre.

Refer to section 0 below for assistance in how to pre book support for such requirements.

Note: The Crawley Hospital site has IT services which are independently operated by both the Sussex HIS and by Surrey and Sussex Healthcare. Accordingly some rooms in the building are fitted with RJ45 wall sockets from both organisations.

This Videoconferencing equipment is exclusively provided for use by West Sussex PCT. As it will only operate on the HIS network, the HIS support team have appropriately labelled the HIS owned network wall sockets in Crawley to avoid any confusion that might otherwise arise in the process of moving the Crawley system between rooms and connecting it to the network points.

Please be aware that the unit's camera pre sets will have been set up for the original room and that moving the equipment will require the users to be re-framed once the equipment has been re-located.

Accordingly unless the equipment is being moved to another location it should not be moved within its current room wherever possible to avoid disruption to the camera pre set views. Under no circumstances should the camera be moved by hand as this will also disrupt the preset views.

5.3 Protocols

As with any meeting between individuals there are protocols and etiquette that should be followed when using this new media in order that resulting meetings can be achieved in as pleasant and efficient a manner that would apply naturally in a face to face meeting.

Appendix A below reflects key points as etiquette to guide and assist in the use of the videoconferencing equipment:

6. User instructions

6.1 Remote control

The key to the use of the system is the remote control.
Unless indicated otherwise in section 4 of this document the remote control unit is held by the system supervisor on each site and has to be booked out to use the system for each session.

RJ45[1] This refers to the standard wall sockets used to plug IT equipment into the building network.

This device together with a legend of each key is reproduced from the Tandberg User Guide in the two illustrations below. A double sided laminated copy of this is also available with the system for reference.

Each system must be left powered off at the wall after use (i.e. ensure that there are no indicator lights left illuminated on the bottom right hand side of the front face of the Monitor unit).

6.2 Laptop connection

The system can display information contained on any laptop that is connected to it.

Each Videoconferencing system has been set up with a separate “sacrificial” video cable which is plugged into the video cable that is hard wired to the Monitor. This is to enable users to plug into the sacrificial monitor lead without encountering the risk of damaging the pins in the socket of the hard wired Monitor video cable, as a return to base of the Monitor to repair such a user damage fault will result in unnecessary expense to the Trust.

Plug this cable into your laptop, power up and log into your laptop as normal and select and display the file that you wish to present.

Select output of your laptop to display on an external screen. This is done by selecting both the function key and the appropriate “f number” function key applicable to your laptop.
On some laptops this is the “f4” key but it will be indicated by the coloured image of an external screen printed on the “f number” key applicable to your laptop.

6.3 Microphone placement

Each unit has a high quality parabolic table microphone provided pre connected to the system. The microphone must be placed on the glass shelf beneath the Monitor when the system is not in use.

With system activation, this device is extremely sensitive and will pick up the slightest noise in the room.

Microphone should be sited approximately 1/3 of the way up the table to gain best effect.

Staff should not cover the microphone with paperwork during the meeting as this severely masks the audio pick up.

6.4 Powering the system

- Turn on the wall power socket that the Videoconferencing system is plugged into.

  An illuminated steady green light on the monitor will confirm that it is powered.
  When first switched on the unit may take a few minutes to ‘come to life’ during which time the green light will change from a steady state to flashing to indicate that the unit is in standby and is ready to use. The unit will then self transition from standby to ready to use when the monitor comes on, displaying the main menu screen and in the smaller display, the current self view.

- When put back into standby mode after use the system can be automatically turned back on again by activating an inbuilt motion sensor which is triggered when the remote controller is picked up or shaken. This may take a few moments.

- When the conference is complete, end the call using the red “end call” button, the right hand of the three buttons on the remote controller located above the numbered keys on the remote controller and **ALWAYS** power down the equipment by switching it off at the wall socket.

Important notes for all users:

1. ***Do not*** leave the unit in standby mode with the green light illuminated. Turn it off at the wall socket.
2. In the unlikely situation when power is switched on from the wall socket, the system displays a steady amber light and fails to activate the standby mode or fails to display a flashing or steady green light ***it will indicate that the previous user has incorrectly turned off the Monitor power button***

   This button is to be found in a row of push buttons located on the underside of the front face of the unit.
   The power button is the extreme right hand button and, in the unlikely event that this should be the case, this push button needs to be turned on again to activate the Monitor standby function.

3. ***Except to remedy this unlikely situation, there are no other circumstances whereby any of these buttons are to be used, as this will change the Monitor set up and will add unnecessary complexity of system operation for all users.***
4. ***Always power the system on and off following the bulleted steps defined above.***

6.5 Select the camera control to frame views

The existing presets on each unit should be fine for the majority of meetings but it is recommended that you check the framing currently stored on the Camera preset keys to verify that they are acceptable for your meeting. If the existing presets are okay, move onto to item.0 below.

6.5.1 Changing preset camera views.

- If you need to change any presets, select the preset number from the preset tab at the bottom of the monitor display using the remote controller. During an actual videoconference the presets can also be selected by pressing the numbered key on the actual remote controller.
- Pan the camera image left or right, up or down - using the arrow keys in the centre of the circular array of switches on the remote controller, until you are happy with the resulting area of interest. Zoom in or out to frame the shot that you require for each preset, using the +/- zoom button on the right of the circular switch array. Note the arrow keys pan the camera when the menu is closed. They have the effect of navigating between entries in the menu pages when the menu is open. The menu is opened or closed by selecting the centre OK button.
- When you are happy with the result for each preset setting, save it into the system by pressing and holding the applicable preset numbered button, before you select another preset and repeat the framing of a different view in the room, as detailed above.
- When you have completed the framing you can view each saved preset by selecting the self view button on the lower right hand side of the circular switch.

Note; in all cases the camera will auto focus the resulting views.

Unless staff have been specifically trained to do so they should not attempt to change the camera pre sets.

6.6 Set up a call

- Set up your call by selecting the required videoconferencing end points from the “my contacts” list which is displayed by selecting the Phone book button in the centre of three buttons on the remote controller, above the numbered keys and navigating down to the “my contacts” entry in the phone book using the down arrow button.
- Display the “my contacts” list by selecting the right arrow button.
- Select the far end site by name from the displayed list. There are entries for the four individual Trust sites and a group entry to conference call to all four sites. (This group call entry is set up uniquely for each system on the basis of self plus the other three systems.)
- You can set up the call to one far end site and add any combination of additional single end point sites onto the call by selecting it’s entry from this list
- Alternatively, if you know the number of the videoconferencing end point or points that you are calling you can enter the number/s into the system by typing on the numerical keys on the remote controller.
- You can make any combination of contact list selections or keyed in calls for up to a total of three other sites (a maximum of four sites including yours), that you wish to call.
- Press the green call button to initiate the call.
- When the far end site (or sites) come on line you will be presented with the first far end site in the larger displayed area on the monitor and will see the other sites in the smaller image areas, including your self view image reflecting the camera preset that you have currently selected.
- During a call any site can change the camera view in real time by both slewing the camera from side to side, up or down or by zooming the view in or out, irrespective of the preset selected. This maybe useful in framing specific speakers during conferencing. As it will not overwrite the numbered presets previously selected. This control can be made at any participating site on the call.
- There will be an icon on your screen to indicate that your microphone is off, or muted. You need to deselect this by pressing the yellow “Mic off” key on the remote controller to enable all other conference sites to hear inputs and responses from your meeting room.
- Don’t forget, it is recommended that the sites that are not currently addressing the meeting should keep their microphone muted to reduce the background noise. You can see that this is set as the Mic muted icon will be shown on your displayed image.
- During the proceedings you may want to broadcast information from a laptop. Provided the laptop is connected and the image has been selected on it as described in item 0 above, you can broadcast this image when ready by simply pressing the blue presentation button on the remote controller.
- The presentation from the laptop will be displayed for all sites in the main part of the monitor screen and you can commence your presentation. When finished, stop the broadcast of the laptop display by deselecting the blue presentation button on the remote controller.
- Any other site connected to the call can subsequently broadcast laptop displayed information by the following the same process described above.

7. Support

In the first instance staff must place a service call to the HIS Contact Centre to report the problem with any Videoconferencing equipment and request assistance. All issues should be logged with the Sussex HIS Contact Centre in the first instance.

Under no circumstances must Staff attempt to contact the System Supplier directly. If escalation is required this will be handled by the Sussex HIS.

Please identify your contact details and the Videoconferencing system location and phone number. Each Tandberg system phone number is shown on the top of the system monitor on a sticker. See also the table in section 4 of this document.

HIS contact centre

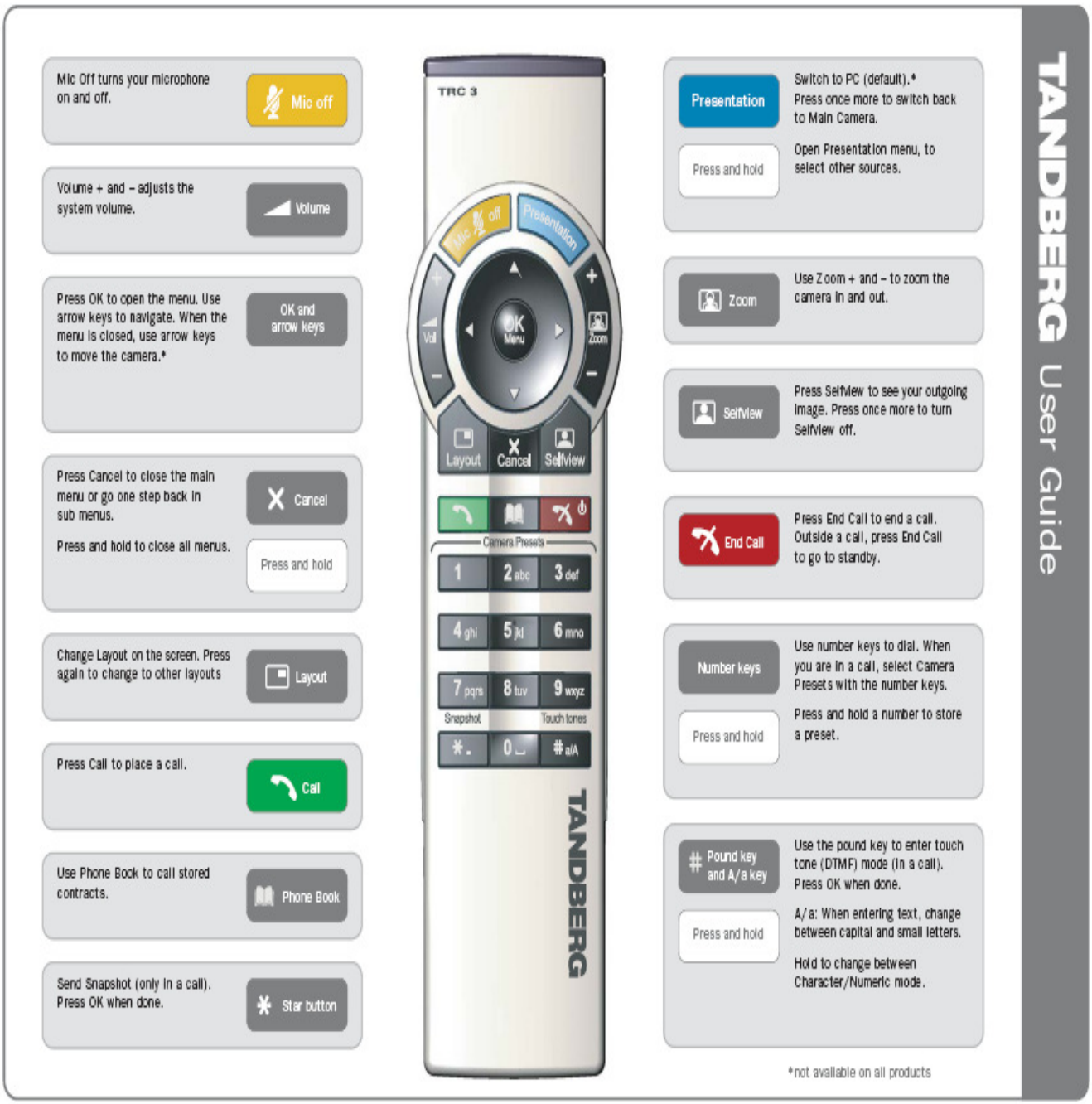
Telephone 0845 845 4488

If your call is non urgent e-mail contactcentre@sussexhis.nhs.uk

Appendix A Protocol and etiquette for Videoconferencing

1	Ensure that the meeting structure is agreed prior to the meeting and that the meeting Chair person is identified and he/she is the one who initiates the call to all end points. It must be explicit who is initiating and ending the call(s). • Publish the Agenda • Define start time and duration • Define who is presenting, in which order and whether presentation materials are being broadcast.
2	Leave a 20 minute gap between Video Conferencing meetings to allow for set up and testing.
3	Discuss in advance with all system administrators whether it is necessary to initiate a test call to connect all end points - but if it is, do not leave the call open while people are arriving and settling down.
4	As the Chair person, start the meeting on time. If you are a meeting attendee, be punctual for the start of the meeting whenever possible. If you do arrive late please respect the meeting etiquette by not having conversations upon entry or by distracting the Chair person with last minute requests.
5	Every site should have a "local chairperson" i.e., the one on each site who can take responsibility for the local conduct of the meeting, ensuring compliance with etiquette and agreed meeting structure. This person should also take sole responsibility for the system remote controller.
6	**Mute microphones when your site is not talking**. Be aware that **all** sounds are transmitted. This includes tapping of pens, shuffling of papers, opening food wrappers, ringing or speaking into mobile phones, electronic bleeps etc. Please do everything possible to keep these background noises to a minimum as they will present a major distraction.
7	Do not hold "mini meetings"; apart from being disrespectful be aware that all sounds will be heard and transmitted unless microphones are muted. This can make hearing speakers above the general 'noise' extremely difficult.
8	Ensure that you are not transmitting any images from the presentation laptop that are not directly required in the meeting. Once you have finished transmitting a file of information, deselect the blue presentation button on the VC remote control. Clicking on the "X" on the laptop screen will not cease transmission; this action will merely close the current file on the laptop and display the underlying file or image appearing on the laptop screen.

Appendix B Tandberg user guide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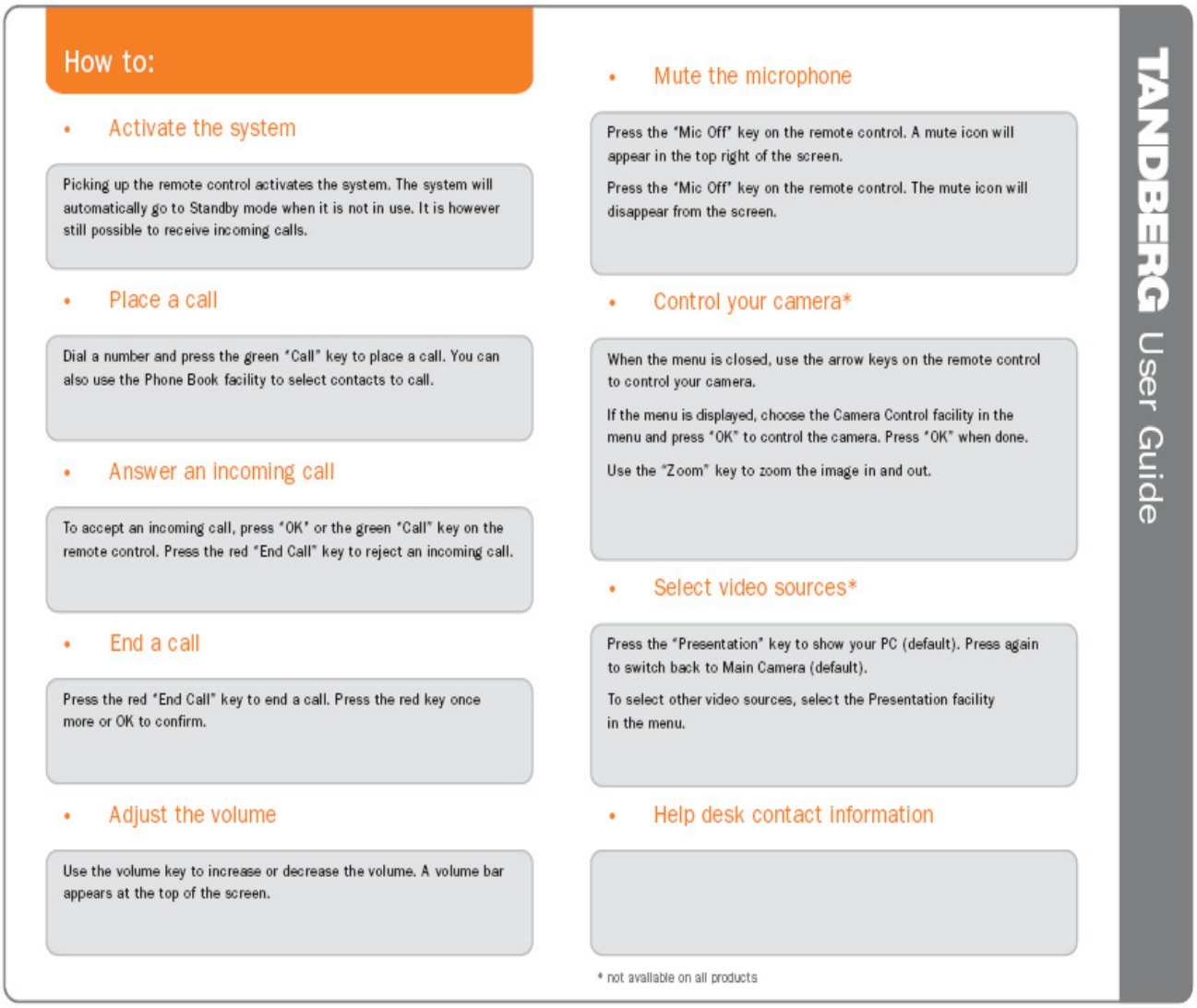
Mic Off turns your microphone on and off.
Mic off
Volume + and – adjusts the system volume.
Volume
Press OK to open the menu. Use arrow keys to navigate. When the menu is closed, use arrow keys to move the camera.*
OK and arrow keys
Press Cancel to close the main menu or go one step back in sub menus.
Press and hold to close all menus.
Cancel
Press and hold
Change Layout on the screen. Press again to change to other layouts
Layout
Press Call to place a call.
Call
Use Phone Book to call stored contracts.
Phone Book
Send Snapshot (only in a call). Press OK when done.
Star button
TRC 3
Mic off
Presentation
Vol
Zoom
OK
Menu
Layout
Cancel
Selfview
Camera Presets
1
2 abc
3 def
4 ghi
5 jkl
6 mno
7 pqrs
8 tuv
9 wxyz
Snapshot
Touch tones
*.
0
a/A
TANDBERG
Presentation
Switch to PC (default).*
Press once more to switch back to Main Camera.
Press and hold
Open Presentation menu, to select other sources.
Zoom
Use Zoom + and – to zoom the camera in and out.
Selfview
Press Selfview to see your outgoing image. Press once more to turn Selfview off.
End Call
Press End Call to end a call. Outside a call, press End Call to go to standby.
Number keys
Use number keys to dial. When you are in a call, select Camera Presets with the number keys.
Press and hold
Press and hold a number to store a preset.
Pound key and A/a key
Use the pound key to enter touch tone (DTMF) mode (in a call). Press OK when done.
Press and hold
A/a: When entering text, change between capital and small letters.
Hold to change between Character/Numeric mode.
*not available on all products



How to:

- Activate the system

Picking up the remote control activates the system. The system will automatically go to Standby mode when it is not in use. It is however still possible to receive incoming calls.

- Place a call

Dial a number and press the green "Call" key to place a call. You can also use the Phone Book facility to select contacts to call.

- Answer an incoming call

To accept an incoming call, press "OK" or the green "Call" key on the remote control. Press the red "End Call" key to reject an incoming call.

- End a call

Press the red "End Call" key to end a call. Press the red key once more or OK to confirm.

- Adjust the volume

Use the volume key to increase or decrease the volume. A volume bar appears at the top of the screen.

- Mute the microphone

Press the "Mic Off" key on the remote control. A mute icon will appear in the top right of the screen.

Press the "Mic Off" key on the remote control. The mute icon will disappear from the screen.

- Control your camera*

When the menu is closed, use the arrow keys on the remote control to control your camera.

If the menu is displayed, choose the Camera Control facility in the menu and press "OK" to control the camera. Press "OK" when done.

Use the "Zoom" key to zoom the image in and out.

- Select video sources*

Press the "Presentation" key to show your PC (default). Press again to switch back to Main Camera (default).

To select other video sources, select the Presentation facility in the menu.

- Help desk contact information

* not available on all products

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